Subject: Re: [OnePlus] Update: Shipping issue – delivery refused
From: Jayden Coventry <jayden.coventry@gmail.com>
Date: 4/10/2014 2:39 pm
To: OnePlus <support@oneplus.net>

The address you just listed is your warehouse. I presume K WONG is one of your coworkers...

https://tools.usps.com/go/TrackConfirmAction?qtc_tLabels1=9410810899495005451570

As you can see, the tracking report says delivery was refused and that the phone was returned to sender. Can I please get my refund?

On 3/10/2014 4:47 pm, Lei (OnePlus) wrote:

> ##- Please type your reply above this line -##
>
> You are registered as a CC on this support request (68914). Reply to this email to add a comment to the request.
>
> **Lei** (OnePlus)
> Oct 03 14:47
>
> Hi Jayden,
> If you are referring to #100335932, the tracking info is as below:
> ==
>
> Tracking Number: 9410810899495005451570
> Carrier: United States Postal Service
> Info: Your item was delivered at 9:46 am on September 29, 2014 in ROSEMEAD, CA 91770. The item was signed for by K WONG.
> ==
> If this was not signed by you, pls kindly check with your family members or your neighbors.
> Any issue feel free to let me know.
>
> **Jayden Coventry**
> Oct 02 21:30
>
> Hi again
>
> The phone has made its back to your warehouse and has been sitting there a

couple days now. I'd like to request a refund. Your phone seems quite popular and I' sure you'll have no trouble selling it again.

Thank you.

Jayden Coventry
Sep 27 13:38

Hello

I have been following the tracking information for my phone. The latest update says that delivery was attempted and was refused and the phone is now being sent to the sender. I have contacted the company that the phone was being shipped to (hopshopgo) and they claim that the parcel would have either been labelled incorrectly or delivered erroneously.

Are you able to find from USPS why exactly the phone is being returned to the sender?

This email is a service from OnePlus. Delivered by Zendesk.

Message-Id:6BKX01MZ_542e4683db31_73e93fc8e06b332813263c5_sprut